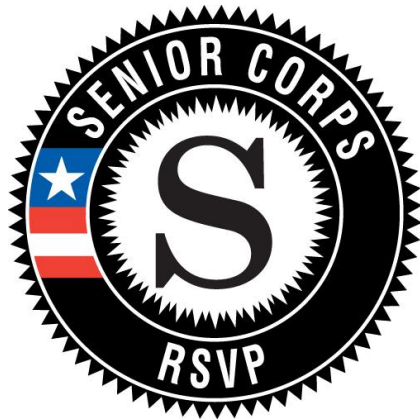


# RSVP

## Partner Agency Handbook



918 JASPER STREET  
KALAMAZOO, MICHIGAN 49001  
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[www.seniorservices1.org](http://www.seniorservices1.org)



# RSVP – Your Invitation to Volunteer

Thank you for offering service opportunities for volunteers who are members of RSVP. Your commitment allows people, who are age 55 and better, to invest a lifetime of talents, experiences, interests, and skills in your agency and the community. This handbook is designed to assist you in your partnership with RSVP, a program of Senior Services of Southwest Michigan.

For questions please contact:     RSVP Director  
Senior Services of Southwest Michigan  
918 Jasper St., Kalamazoo, MI 49001  
269-382-0515 ext. 137; 269-382-3189 (fax)  
[TWheeler@seniorservices1.org](mailto:TWheeler@seniorservices1.org);  
[www.seniorservices1.org](http://www.seniorservices1.org)

RSVP is part of the Senior Corps national service program administered by the Corporation for National and Community Service to assist people in volunteering in their community. RSVP was established in 1969, with the first program funded in 1971. RSVP's mission is to engage people 55 and better in volunteer service to meet community needs and provide a high quality experience that will enrich the lives of volunteers.

The Senior Corps is comprised of RSVP, the Senior Companion Program (SCP) and the Foster Grandparent Program (FGP). SCP volunteers work with frail elderly and people with special needs. FGP volunteers work with special needs children. These programs were authorized by the Domestic Volunteer Service Act of 1973, and are located throughout the United States.

The Serve America Act of 2009 reauthorized national service and established Focus Areas for all Corporation for National and Community Service programs, including RSVP. Focus Areas are Disaster Services, Economic Opportunity, Education, Healthy Futures, Environmental Stewardship, and Veterans and Military Families.

Senior Services' RSVP program is funded and supported by the Corporation for National and Community Service (\$92,595 or 60% of funding), Michigan Office of Services to the Aging, United Way of the Battle Creek and Kalamazoo Region, fundraising, donations, and in-kind support from Partner Agencies.

## Office & RSVP Staff

Senior Services of Southwest Michigan is open Monday through Friday from 8:30 a.m. to 5 p.m. The RSVP staff can be reached at our main office in Kalamazoo.

### Main Office

918 Jasper St., Kalamazoo, 49001  
Phone: 269-382-0515   Fax: 269-382-3189

### Calhoun County (Meals on Wheels, Chore Services)

200 W. Michigan Ave., Battle Creek, 49017  
Phone: 866-200-8877

## Partner Agencies

A partner agency is a public agency, secular or faith-based private nonprofit organization, or proprietary healthcare organization that accepts the responsibility for assignment and supervision of RSVP volunteers. Each partner agency must be licensed or otherwise certified, when required, by the appropriate state or local government.

Licensed proprietary healthcare organizations may be partner agencies, but volunteer placements must be limited to assignments that provide direct and traditional assistance to patients. Volunteer placements must not displace paid employees and must avoid other staff or clerical assignments, which would add to the profitability of the organization. Partner agencies remain active with RSVP during Memorandum of Understanding valid dates based on reported hours from RSVP volunteers reviewed annually or bi-annually by RSVP. If there were no hours reported during reviewed period, the partner agency will become in-active at the discretion of RSVP.

# National Service Focus Areas & Activities

The Corporation for National and Community Service sets priority Focus Areas for RSVP Volunteer service activities. **RSVP Volunteer Time = Focused Results.** By using directives at the national level all RSVP programs across the country have the same focus. Volunteers are addressing the most pressing needs, therefore making the most collective positive impact.

RSVP has goals for growth in these selected Focus Areas: Healthy Futures, Education, Economic Opportunity Environment, and Veterans & Military Families. RSVP is accepting new volunteers for these Focus Areas. RSVP membership and benefits apply, and volunteers report their hours.

## RSVP PARTNER AGENCIES

RSVP is accepting new volunteers with our partner agencies, and we assist with placement. Regular and flexible schedules are available.

When volunteering with any of these partners, RSVP benefits apply and volunteers report hours to RSVP.

Healthy Futures		
<b>Aging in Place—Food Delivery</b> <ul style="list-style-type: none"> <li>Meals on Wheels</li> </ul> <i>Kalamazoo, Calhoun Counties</i>	<b>Aging in Place—Transportation, Companionship</b> <ul style="list-style-type: none"> <li>Volunteers 4 Seniors</li> <li>Friendship Village</li> <li>Nazareth Center</li> </ul> <i>Kalamazoo County</i>	<b>Food Distribution—Food Pantry</b> <ul style="list-style-type: none"> <li>Loaves &amp; Fishes</li> <li>Communities In Schools Food Packs</li> <li>Salvation Army</li> </ul> <i>Kalamazoo County</i>
<b>Aging in Place—Housing Services</b> <ul style="list-style-type: none"> <li>Tuesday Toolmen</li> <li>Chore Services Handy Helpers</li> </ul> <i>Kalamazoo County</i> <i>Calhoun County</i>	<b>Access to Care—Healthy Aging</b> <ul style="list-style-type: none"> <li>MMAP—Medicare Medicaid Assistance Program</li> <li>Peer Prevention Players</li> </ul> <i>Kalamazoo County</i>	
Education, Economic Opportunity, Environment, Veterans & Military Families		
<b>K-12 Tutoring, Mentoring</b> <ul style="list-style-type: none"> <li>Communities In Schools Kalamazoo</li> <li>Kalamazoo Public Schools</li> <li>Portage Public Schools</li> <li>Comstock North Elementary</li> <li>Galesburg Augusta Primary School</li> <li>SLD Read</li> <li>Big Brothers Big Sisters</li> </ul> <i>Kalamazoo County</i>	<b>Adult Literacy</b> <ul style="list-style-type: none"> <li>Kalamazoo Literacy Council</li> </ul> <i>Kalamazoo County</i>	<b>Home Medical Equipment Reuse</b> <ul style="list-style-type: none"> <li>Lending Hands</li> </ul> <i>Kalamazoo County</i>
	<b>Veteran &amp; Military Services</b> <ul style="list-style-type: none"> <li>VA Medical Center</li> </ul> <i>Calhoun County</i>	
Capacity Building & Community Priorities		
<ul style="list-style-type: none"> <li>AARP Tax Aide</li> <li>American Cancer Society &amp; Discovery Shop</li> <li>American Red Cross</li> <li>Area Agency on Aging IIIA</li> <li>Borgess Ascension</li> <li>Borgess Place</li> <li>Bronson Hospital</li> <li>Bulk Mail (RSVP)</li> <li>Civic Theatre</li> <li>Curious Kids</li> <li>Ecumenical Senior Center</li> <li>Friends of Kalamazoo Public Library</li> <li>Friendship Centers</li> </ul>	<ul style="list-style-type: none"> <li>Glass Art Kalamazoo</li> <li>Heartland Hospice</li> <li>Helping Hands Happy People (RSVP)</li> <li>Hospice Care of Southwest Michigan</li> <li>Kalamazoo County Sheriff's Department</li> <li>Kalamazoo Deacons Conference</li> <li>Kalamazoo Drop-In Child Care Center</li> <li>Kalamazoo Humane Society</li> <li>Kalamazoo Municipal Golf Association (Red Arrow Course)</li> <li>Kalamazoo Nature Center</li> </ul>	<ul style="list-style-type: none"> <li>Michigan Blood</li> <li>Ministry with Community</li> <li>Parchment Community Library</li> <li>Portage District Library</li> <li>Portage Police Department</li> <li>Portage Senior Center</li> <li>RSVP Program Support</li> <li>SPCA of Southwest Michigan</li> <li>Salvation Army</li> <li>Senior Services Program Support</li> <li>Triad (RSVP)</li> </ul> <i>Kalamazoo County</i>

Our selected **Focus Areas and Activities** in Kalamazoo (◆) and Calhoun (■) Counties include:

- **Healthy Futures:** Aging In Place, Food Distribution, Access to Care
  - ✓ Meals on Wheels Driver, Hopper ◆■
  - ✓ Medical Transportation, Shopping ◆
  - ✓ Food Pantry, Call Center, Warehouse, Drivers, Weekend Food Pack for Kids, Food & Personal Item Pantry ◆
  - ✓ Minor Home Repair, Ramp Building ◆
  - ✓ Minor Home Repair, Household Cleaning ■
  - ✓ Health Insurance Counselor ◆
  - ✓ Healthy Living Readers Theatre Performer ◆
  - ✓ Companionship, Social Support ◆
- **Education:** K-12 Academic Success
  - ✓ Tutoring, Mentoring ◆
- **Economic Opportunity:** Adult Literacy
  - ✓ Reading Tutor ◆
- **Environment:** Home Medical Equipment Reuse
  - ✓ Data Entry, Clean & Repair Equipment, Inventory, Loan Coordination ◆
- **Veterans and Military Families:** Supportive Services for Veterans
  - ✓ Companionship, Mentors, Activity Assistant, Housing & Outreach Support ■

RSVP volunteers may also serve with partner agencies in the **Capacity Building and Community Priorities** area. RSVP is accepting new volunteers and supporting current volunteers serving in this area. RSVP membership and benefits apply, and volunteers report their hours.

## RSVP Membership Eligibility

All men and women, 55 years and better, are invited to join RSVP. There are no membership fees or income restrictions. No person — on the basis of race, color, national origin, sex, religion, age, disability, political affiliation, education, or experience — shall be excluded from membership or benefits of RSVP. Volunteers must complete a Volunteer Application and attend a New Volunteer Orientation.

## Placement Assistance for Volunteers

Volunteers receive personal placement assistance to identify service opportunities to consider and may choose one or more to pursue. We have regular and flexible schedule opportunities in Kalamazoo and Calhoun counties. This assistance is provided after new volunteer orientation, and any time thereafter.

## Reporting Volunteer Activities, Impact & Hours to RSVP

RSVP funders require volunteer hours and information about service activities to be reported with our grant reports. Volunteers must report their hours to RSVP monthly to remain active and eligible for RSVP benefits.

Hours may be submitted on an RSVP Time Sheet, reported to RSVP by email or phone (if volunteer is not requesting mileage reimbursement), or on an RSVP approved group timesheet. Time sheets mailed in, dropped off or faxed should have a volunteer signature. Partner Agencies may choose to report hours for RSVP volunteers.

Receiving volunteer hours is how we must verify that a volunteer is active and eligible for RSVP benefits. Membership with RSVP may be suspended for inactivity according to policy. Volunteers who do not have an active status are not eligible for RSVP benefits. Volunteers may request membership reactivation by contacting RSVP.

# Memorandum of Understanding

All RSVP partner agencies must complete a Memorandum of Understanding to maintain an active status. The Memorandum of Understanding is updated and reviewed at least every three years. The Memorandum of Understanding sets basic provisions for RSVP and the partner agency.

## **RSVP will:**

1. Recruit, enroll, and provide RSVP orientation to volunteers, and refer them to partner agencies.
2. Instruct RSVP volunteers in proper use of monthly volunteer time sheets, reimbursement guidance, and program procedures.
2. Provide orientation to partner agency staff prior to placement of volunteers, and at other times, as needed.
3. Refer people to partner agencies for service opportunities, and review the acceptability of opportunities.
4. Furnish excess accident, personal liability, and automobile liability insurance coverage for RSVP volunteers as required by program policy.
5. In cooperation with the RSVP Advisory Council, arrange for an appeals or grievance procedure to address problems arising between volunteer, the partner agency, and/or RSVP.
6. Provide or arrange with the partner agency for transportation and/or mileage reimbursement of volunteers to and from their opportunities, when possible.
7. Monitor RSVP volunteer activities at partner agencies periodically to assess and/or discuss needs of RSVP volunteers and the partner agency.
8. Complete background checks only for people who have applied to an RSVP Signature Program (Volunteers 4 Seniors, Mentor Academic Success).
9. Develop public awareness for RSVP by highlighting volunteer service, accomplishments, and impact on the community.
10. Annually assess RSVP volunteer placements to ensure safety and accessibility as follows: For the duration of the Memorandum of Understanding, an annual safety and accessibility assessment will be conducted by Senior Services. A formal assurance of safety and accessibility by each RSVP Partner Agency must be maintained by Senior Services in compliance with federal and state regulations for RSVP. An example of adequate assurance includes a checklist and/or an email confirmation of the safety and accessibility from the RSVP Partner Agency.

## **Partner Agency will:**

1. Contact people referred by RSVP or who self-refer within 3 business days of the referral/contact.
2. Be responsible for interviewing, screening (including background checks as required) and making the final decision on the selection of volunteers.
3. Discuss service opportunities with people referred by RSVP or who self-refer, and provide a written job description to the volunteer and a copy to RSVP.
4. Implement orientation, in-service or special training for volunteers as required by the partner agency.
5. Furnish RSVP volunteers with any materials required for service opportunities.
6. Furnish, when possible, mileage reimbursement, to volunteers who are required to use a personal vehicle to perform their service opportunity.
7. Provide supervision of volunteers, and for adequate safety of volunteers.
8. Provide for accessibility and reasonable accommodation for persons with disabilities.
9. Annually provide assurance of safety and accessibility by completing a checklist and/or providing an email confirmation of safety and accessibility.
10. Validate time sheets for RSVP volunteers, and provide data related to service impact necessary for RSVP.
11. Investigate and report, in writing to RSVP, any accidents and injuries involving RSVP volunteers.
12. Provide public liability and automobile liability, as appropriate.
13. Supply in-kind forms to RSVP to verify non-federal support when meals, transportation/parking, in-service or training, or other items (mileage, meals, TB tests, flu shots, etc.) have been provided to RSVP volunteers.
14. Identify a volunteer's affiliation with RSVP (RSVP Volunteer, Senior Corps RSVP Volunteer) when they and their service are part of partner agency public awareness opportunities.

## Benefits for Volunteers Participating through RSVP

- Placement assistance at any time
- Opportunity to share experience, interests, skills and talents
- Free supplemental excess accident medical, volunteer liability and automobile liability insurance
- Newsletter, *The Involvement*
- Recognition for service, and an invitation to volunteer celebration
- Limited reimbursement for mileage, intended to help those that would otherwise find it financially difficult to volunteer
- Free membership in Rx Optical Vision Advantage Program

## Volunteer Recruitment Resources

RSVP can assist partner agencies with recruitment by posting service opportunities in *The Involvement* (quarterly), and in *Senior Times* (bi-monthly). RSVP will notify volunteers by email of newly available opportunities. If you'd like to have service opportunities posted or shared, contact RSVP to get an RSVP Volunteer Opportunities Form. RSVP may also request partner agencies to update service opportunity information.

## Criteria for Volunteer Opportunities

Opportunities will be matched to interests, abilities, preferences, and availability of volunteers. Special consideration will be given to opportunities that allow for the limited physical strength and mobility of some volunteers. Volunteer opportunities should address community needs through a regular, flexible or short-term basis or schedule. An RSVP Volunteer Opportunities Form should be submitted by the Partner Agency, which provides additional details about the opportunity, including how the service activity will impact the organization and mission. Partner agencies should provide a written volunteer job description to volunteers, and a copy to RSVP. Job descriptions clarify expectations for each service opportunity and help avoid misunderstandings.

## Special Limitations for Service Activities

1. **Political Activities:** RSVP volunteers may not take any action with respect to a partisan or nonpartisan political activity that would result in the identification or apparent identification with RSVP.
2. **Religious Activities:** RSVP volunteers shall not give religious instruction, conduct worship services, or engage in any form of preaching as part of their RSVP volunteer duties.
3. **Compensation for Services:** No person, organization, or agency may request or receive any compensation for services of RSVP volunteers. No RSVP volunteer shall receive a fee for service from service recipients, their legal guardian, members of their family, or friends.
4. **Non-Displacement of Employed Workers:** An RSVP volunteer shall not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker or which would displace employed workers, or impair existing contracts for service.
5. **Prohibition of Discrimination:** The partner agency will not discriminate against RSVP volunteers or in the operation of its program on the basis of race; color; national origin, including individuals with limited English proficiency; sex; age; political affiliation; religion; or on the basis of disability, if the volunteer with a disability is qualified to serve.
6. **Safety, Accessibility and Reasonable Accommodation:** The Partner Agency will provide for adequate safety of volunteers and will maintain the programs and activities to which RSVP volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments, or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.